

## ABSTRACT

A call center system that transmits call availability from a call center to a remote user of a wireless network via a virtual private network to reduce communication costs and to improve operational efficiency. The call center system includes a set of point-of-presence call center gateways distributed at points of presence that are close to the point of the remote user. The point-of-presence call center gateways are connected by the virtual private network to call center gateways at business locations where call centers reside.